



SERVICE DELIVERY PLAN:

4th Quarter 2015/16

INDEX

Total Fires Attended

Dwelling Fires

Non Domestic Fires

Anti-Social Behaviour

Road Traffic Collisions

False Alarms

Health & Safety

Sickness Absence

Objective:

Good performance is reflected on the top bar of each indicator graph. WE use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

TOTAL FIRES ATTENDED

KPI 61 The total number of Fires in Merseyside

KPI 66 Number of Primary Fires Attended

KPI 61

There were 7171 fires attended between April and March 2016. This is 300 more incidents than in 2014/15 (6871) and 591 incidents over the annual target of 6580. During the 4th quarter the number of incidents increased each month due to the increase in primary fires types.

KPI 66

Primary fires (2618) exceeded the target for 2015/16 by 184 incidents (2434). There were 115 more incidents than in 2014/15. Each month of quarter 4 has seen the target exceeded with 237 primary fires in March, 55 more than target. This increase was across a number of areas of primary fires including deliberate vehicle fires, non domestic property and accidental dwelling fires. Liverpool and Wirral have seen the largest increases.

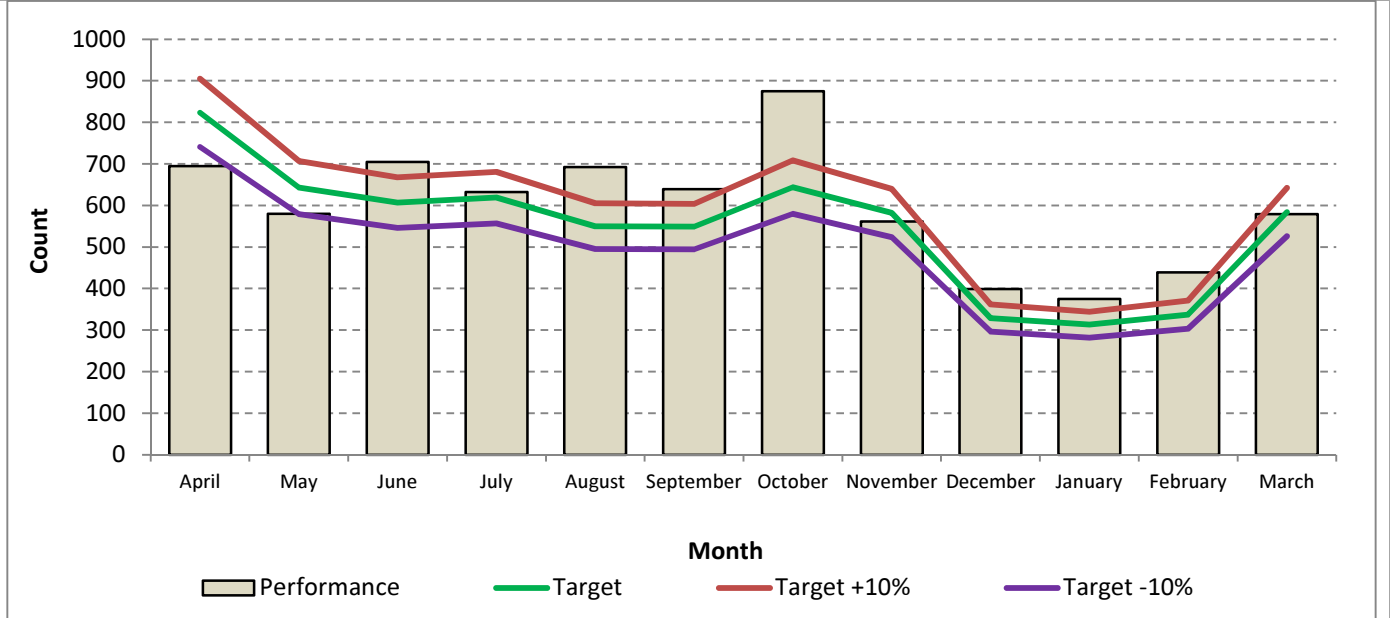
61 The total number of fires attended in Merseyside

Service Plan Target

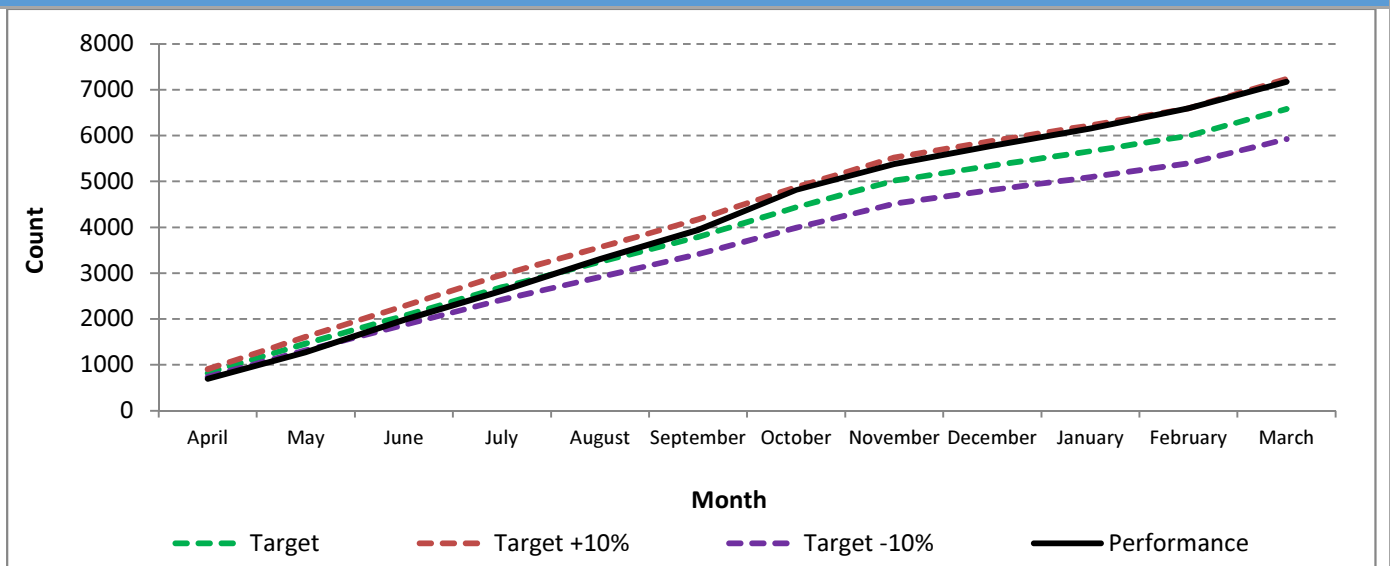
6580

Progress to Date

7171



Cumulative Performance



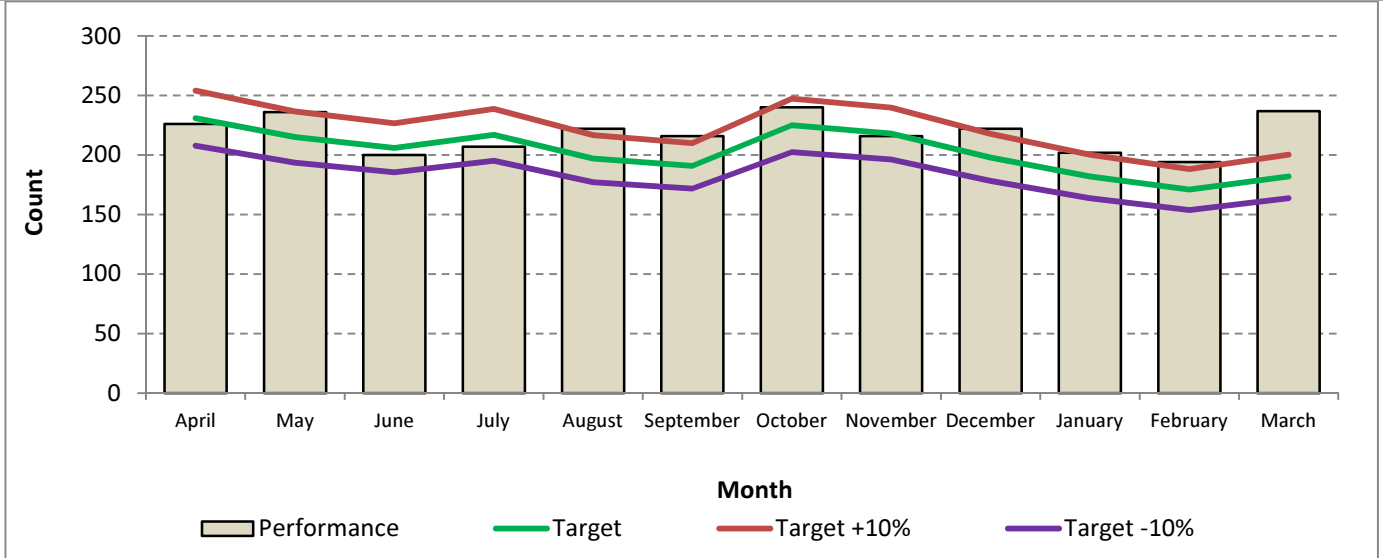
66 Number of primary fires attended

Service Plan Target

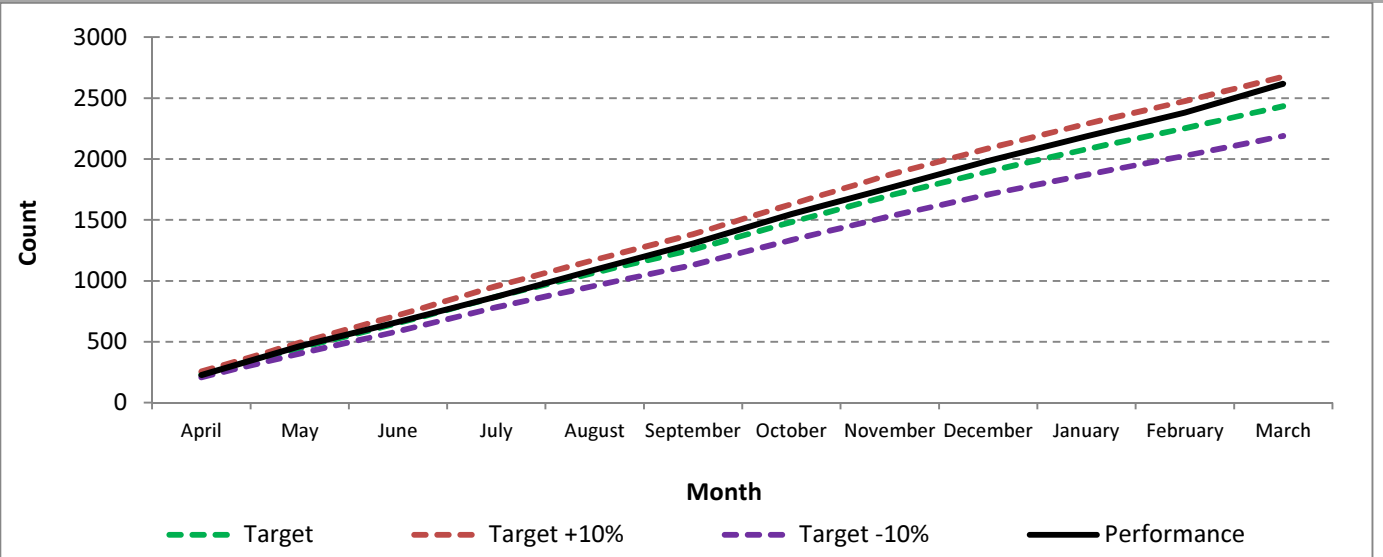
2434

Progress to Date

2618



Cumulative Performance



DWELLING FIRES

KPI 44	Number of accidental dwelling fires	
KPI 45	Number of fatalities in accidental dwelling fires	
KPI 46	Number of injuries from accidental dwelling fires	
KPI 48	Number of deliberate dwelling fires in occupied properties	
KPI 48a	Number of deliberate dwelling fires in unoccupied properties	
KPI 49	Number of deaths occurring in deliberate dwelling fires	
KPI 50	Number of injuries occurring in deliberate dwelling fires	
KPI 47	Percentage of accidental dwelling fires confined to room of origin	
KPI 137	Attendance Standard – the first attendance of an appliance at all life risk incidents in 10 minutes	

COMMENTARY:

KPI 44	Despite accidental dwelling fires in 11 of the station areas exceeding annual targets, the 4 th quarter has seen improvement in performance. January (93) and February (86) saw the monthly target achieved only March exceeded the target with 108 incidents attended against a target of 85. 74 of the 108 fires in March were kitchen fires. Accidental dwelling fires attended during 2015/16 (1086) saw performance of just 4 over target and 36 more than 2014/15 (1050).
KPI 45	Sadly there have been 16 fatalities in accidental dwelling fires in 2015/16. In quarter 4 there were 4 fatalities - 2 in January in Sefton (a couple in their 40's) and 2 in March in Wirral (a couple aged 68 and 78 years). Both areas were offered reassurance following these incidents by staff offering advice and HFSC's during targeted campaigns.
KPI 46	There were 112 injuries in accidental dwelling fires during 2015/16. Despite an increase in February and March this is 9 fewer than 2014/15 (121) and 4 under target (118)
KPI 48	The number of deliberate dwelling fires in occupied properties (171) were within 10% of the annual target (169). Fires of this type are usually a criminal act and MFRA work closely with partner agencies to prevent and reduce this type of incident.
KPI 48a	Deliberate dwelling fires (48) were below the annual target (52) with a very low number of incidents in the 4 th quarter (7).
KPI 49	There have been no fatalities in deliberate dwelling fires during 2015/16. However there have been 17 injuries recorded, which is below the annual target of 26. During the 4 th quarter there were 2 injuries in January and 2 in February.
KPI 50	
LPI 4	During 2015/16 over 47,000 HFSC's have been delivered by operational personnel, Prevention staff and Fire Support Network. This is 3434 more HFSC's than in 2014/15. MFRS intelligently target those most at risk for delivery of HFSC's, primarily residents over 65 years of age, utilising information shared by partners.
KPI 47	93.4% of accidental dwelling fires were confined to room of origin.
LPI 129	Appliances booked alert to mobile in under 1.9 minutes on 96.4% of mobilisations to incidents against a target of 90%
LPI 55	Fire Control answered 98.3% of 999 calls within 10 seconds against a target of 96%
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute was met on 95.9% of mobilisations. The target is 95%.

DWELLING FIRES

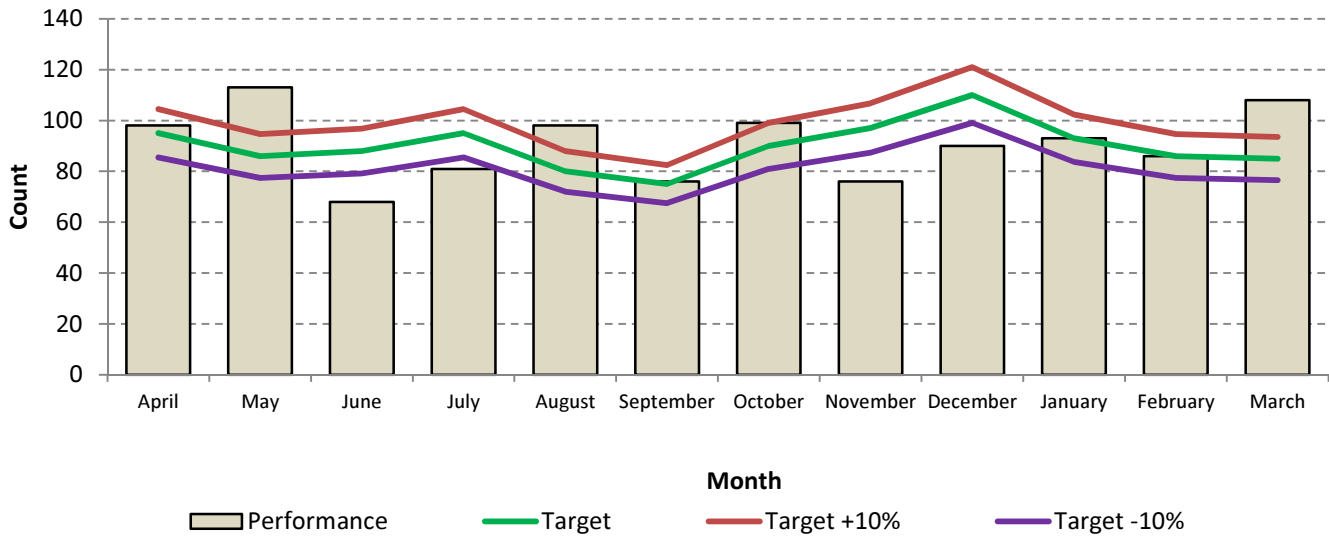
44 Number of accidental fires in dwellings

KPI 61

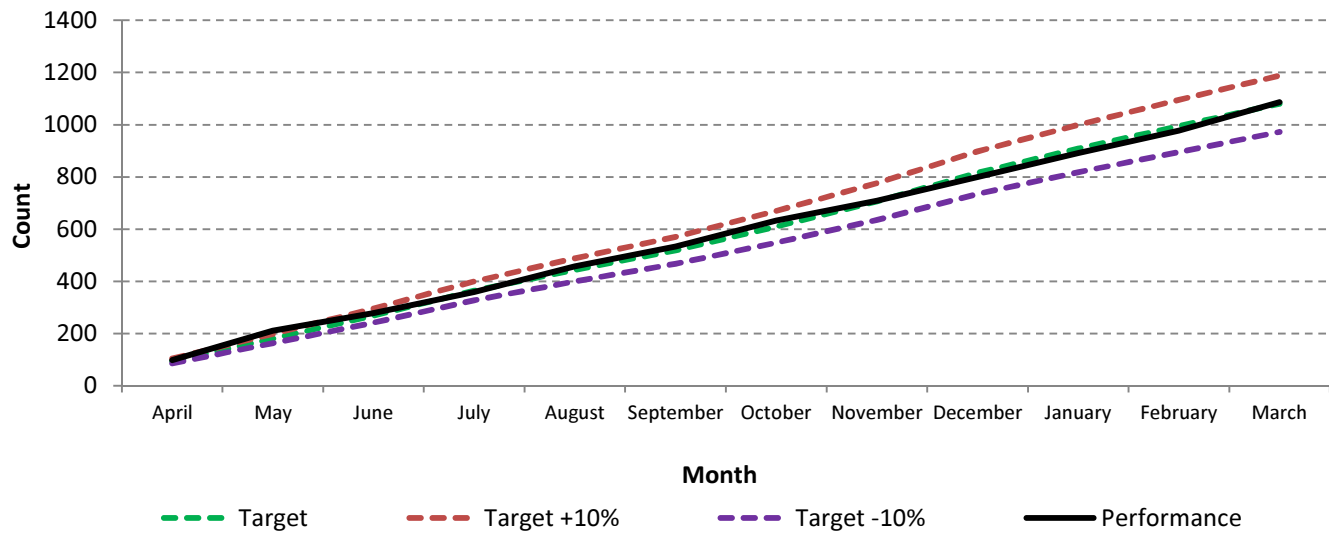
1082

Progress to Date

1086



Cumulative Performance



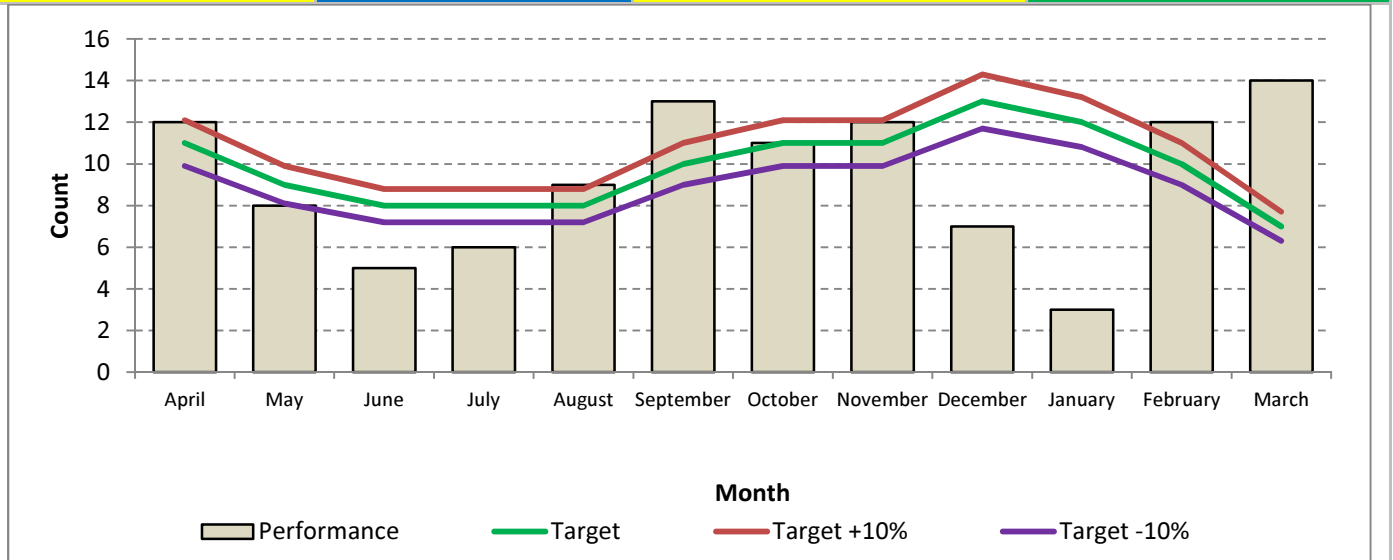
46 Number of injuries from accidental dwelling fires

KPI 61

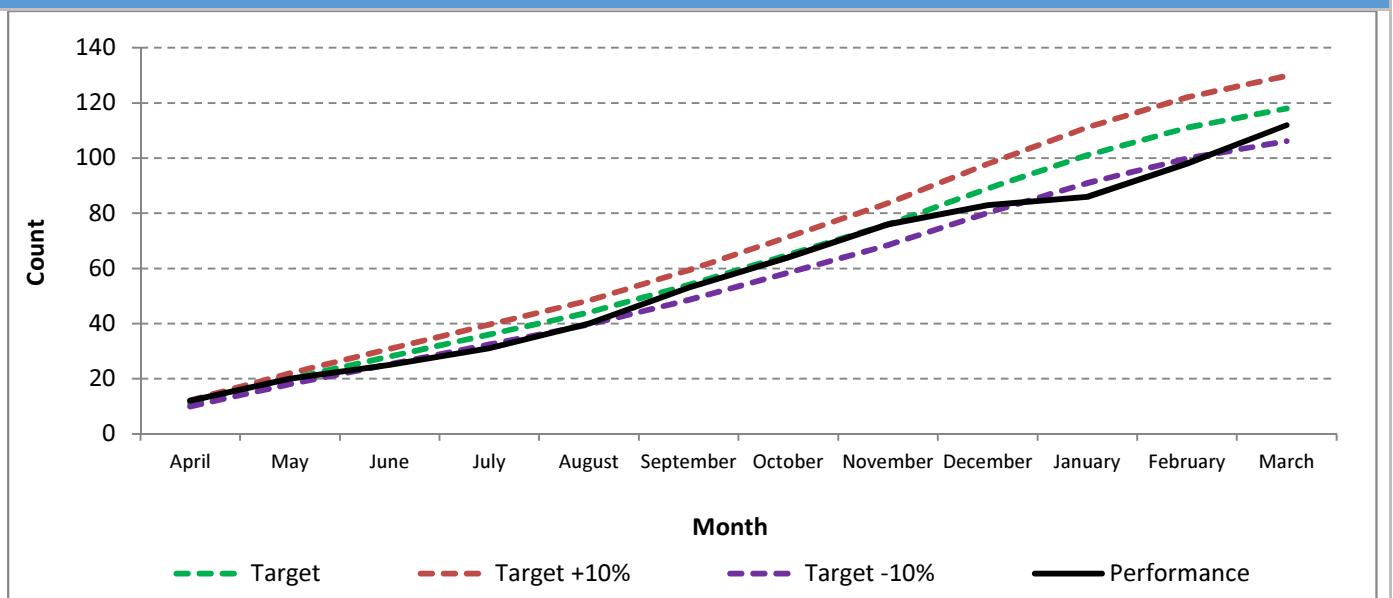
118

Progress to Date

112



Cumulative Performance



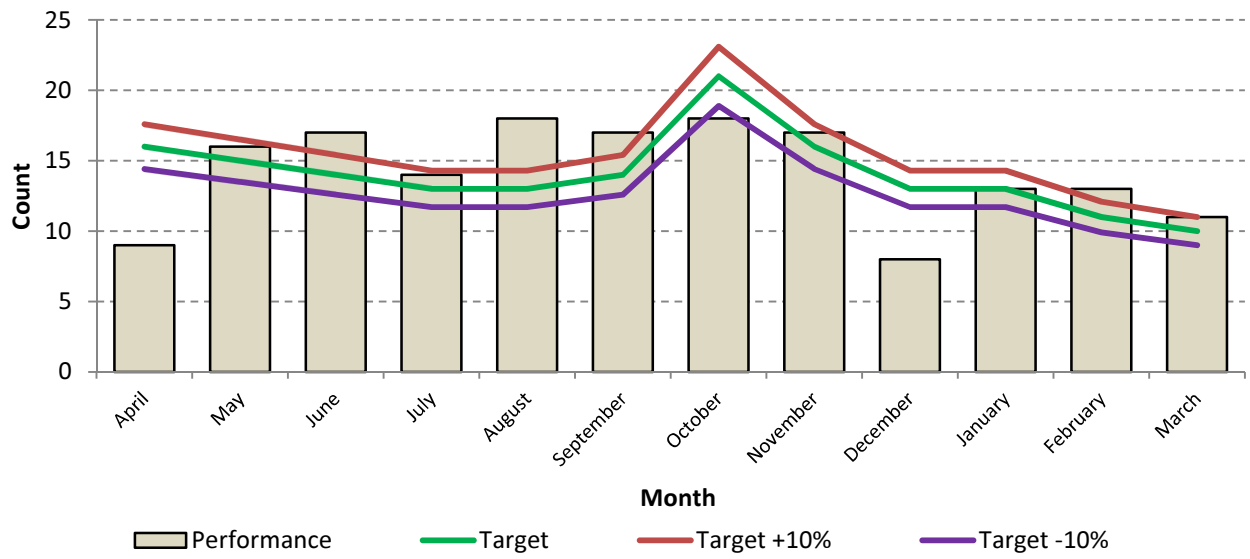
48 Number of deliberate dwelling fires in occupied properties

Service Plan Target

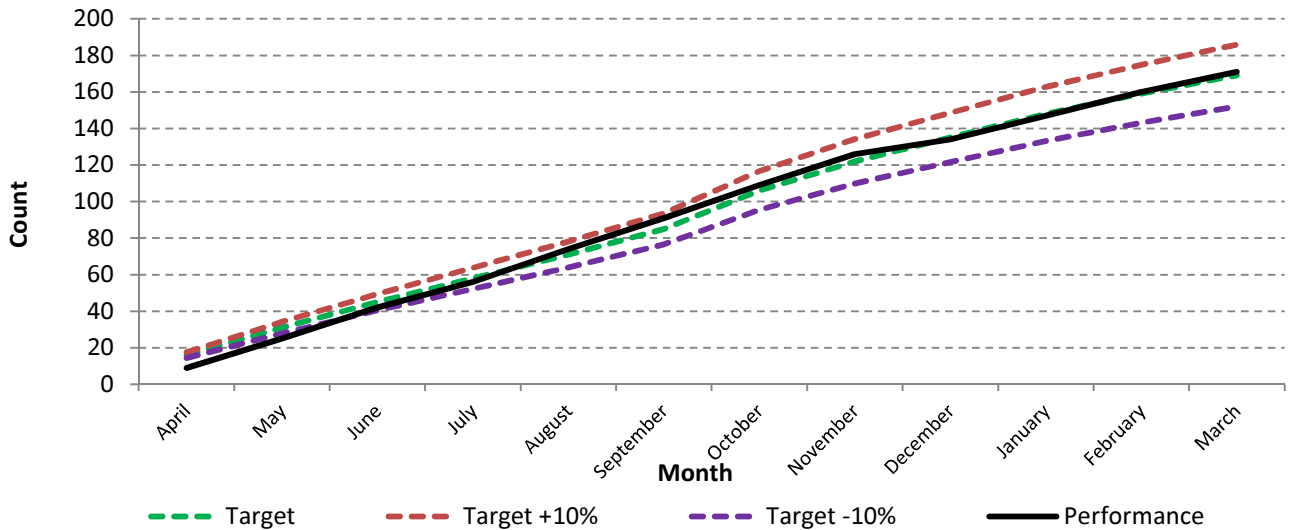
169

Progress to Date

171



Cumulative Performance



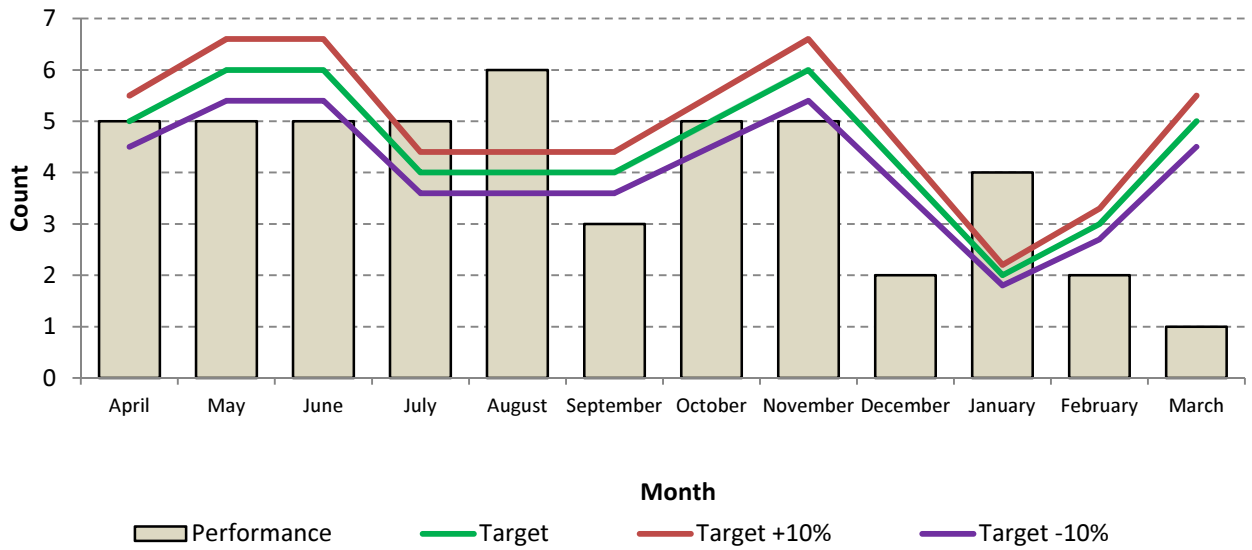
48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

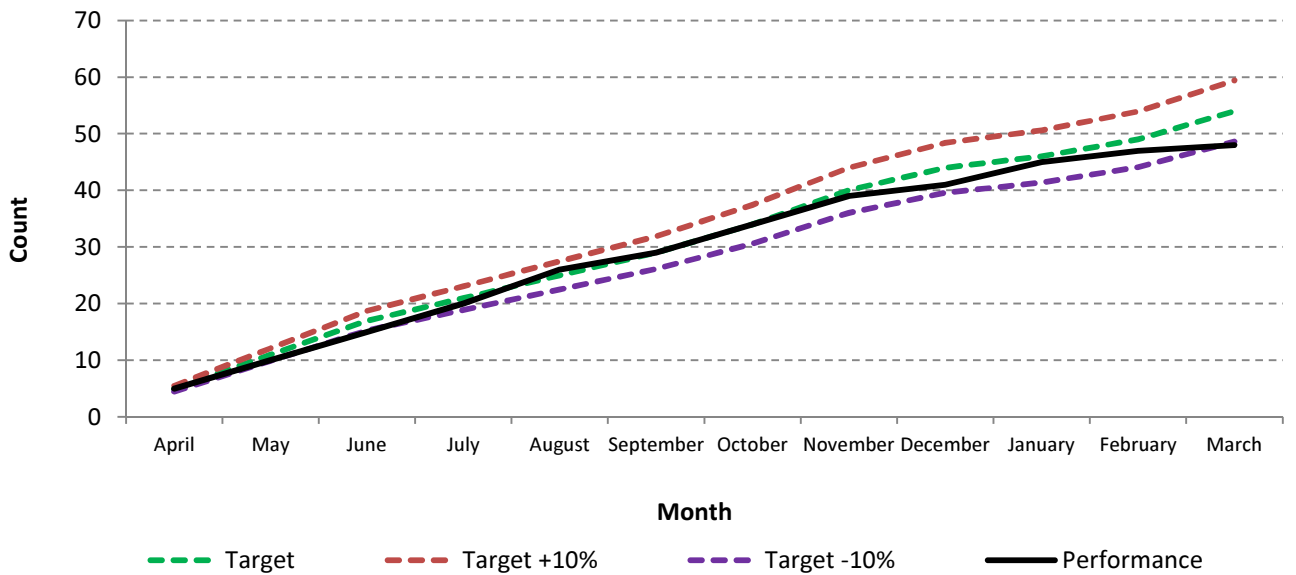
52

Progress to Date

48



Cumulative Performance



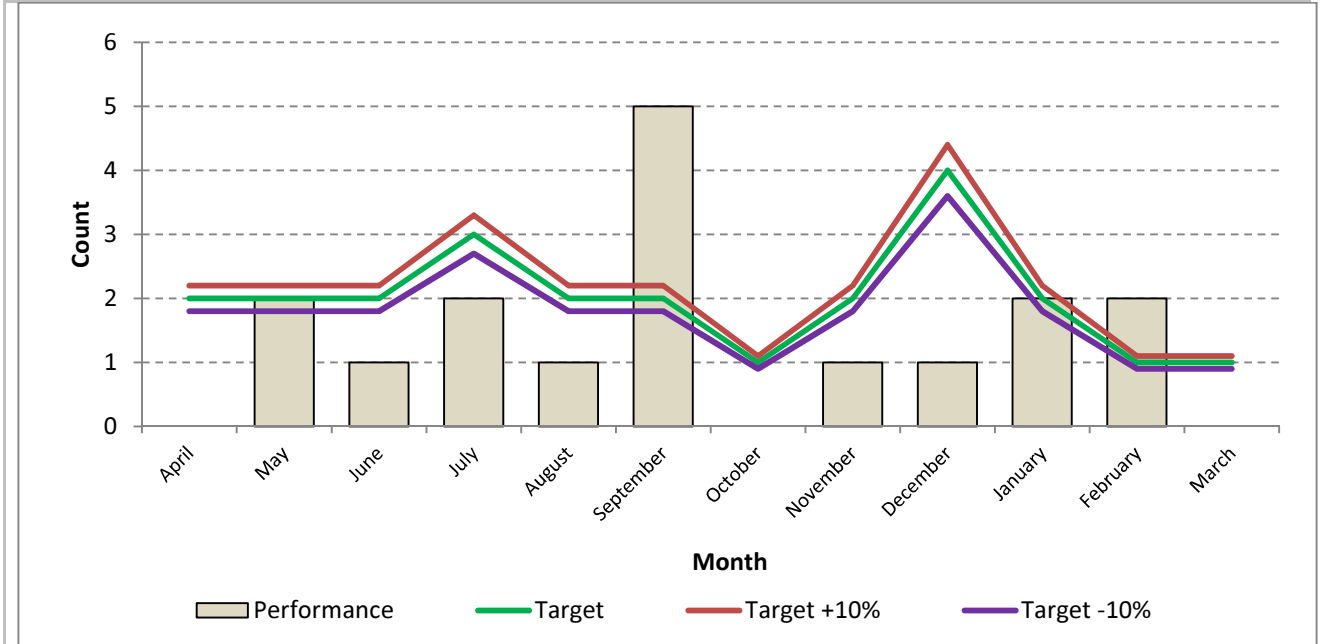
50 Number of injuries occurring in deliberate dwelling fires

Service Plan Target

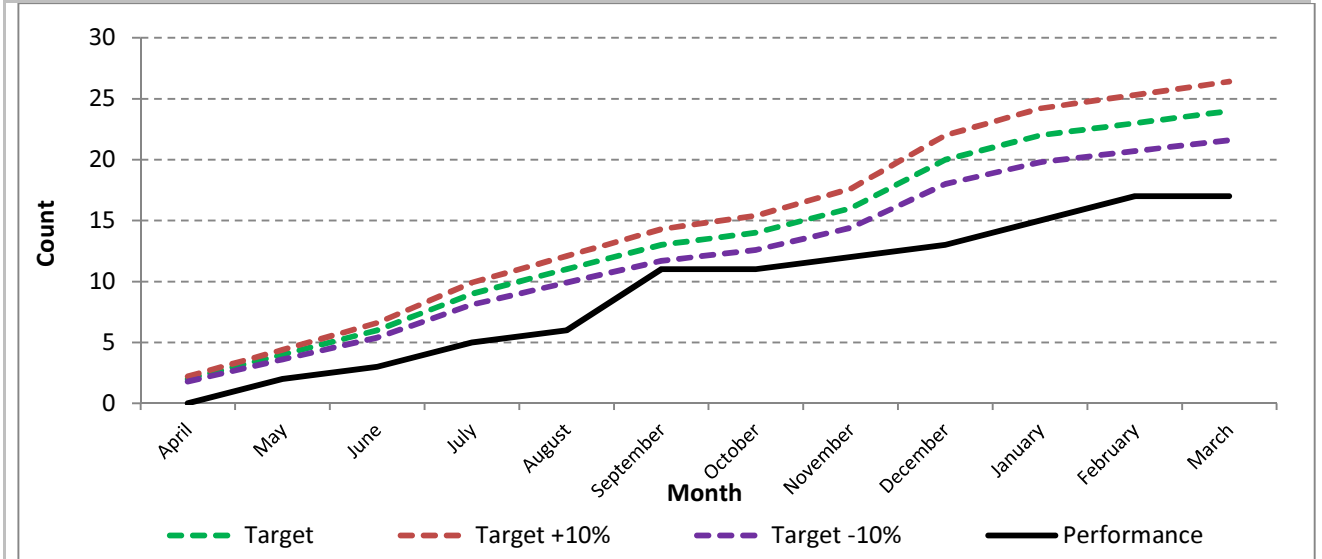
26

Progress to Date

17

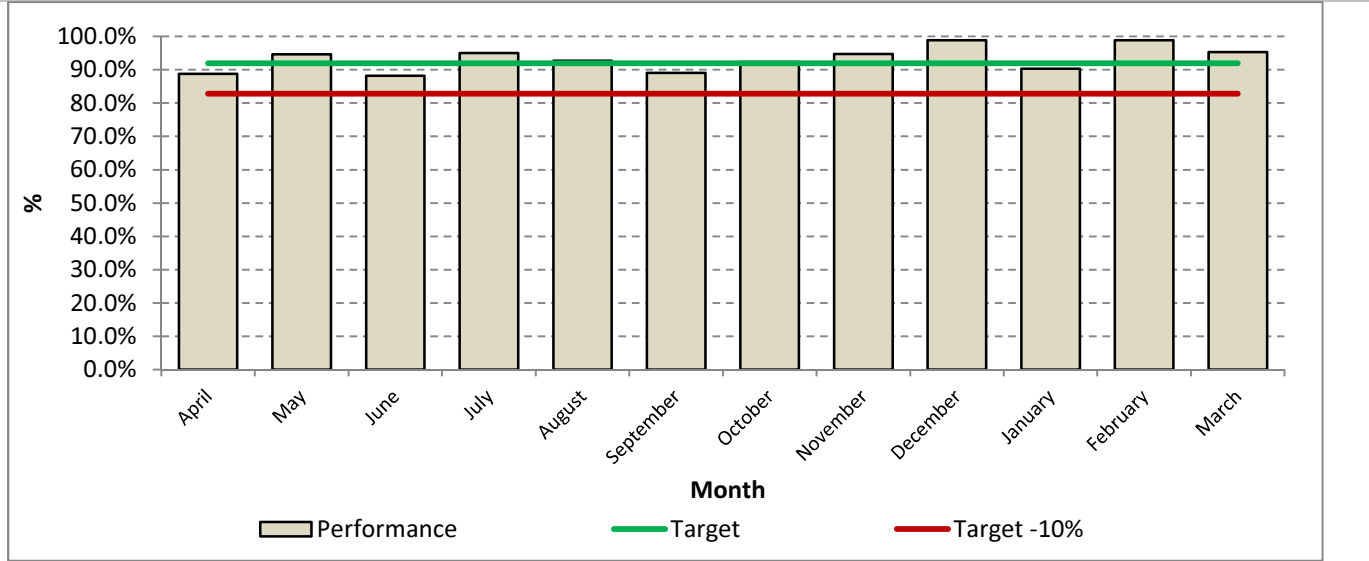


Cumulative Performance



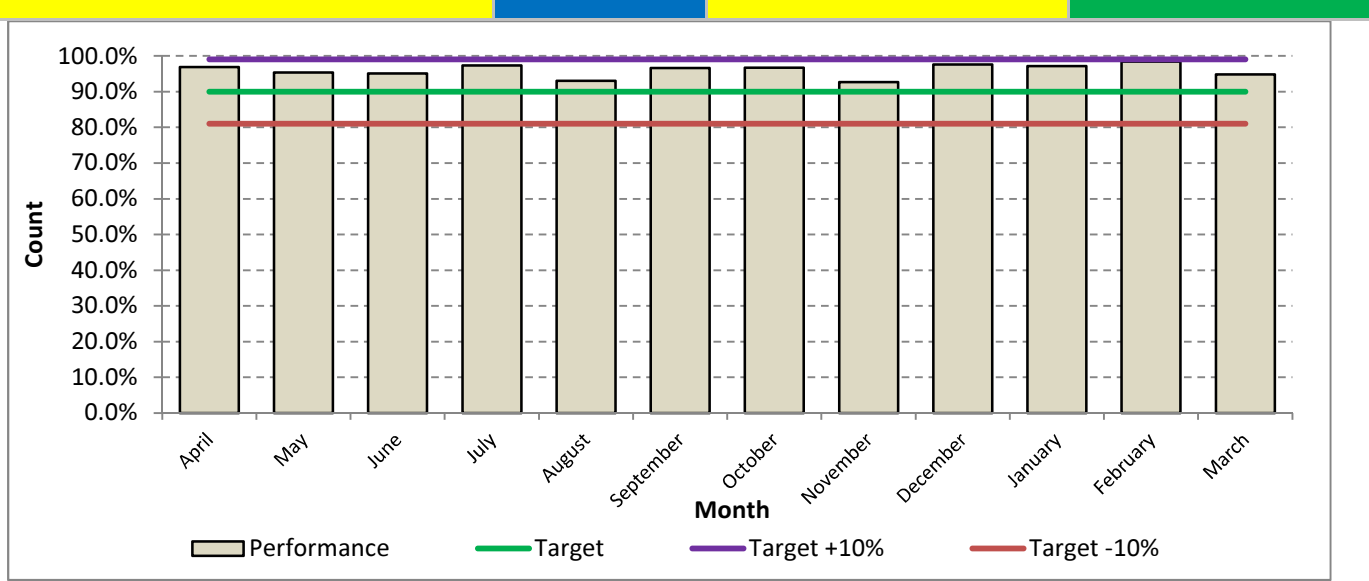
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target **92%** Progress to Date **93.4%**



137 Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes.

Service Plan Target **90%** Progress to Date **95.9%**



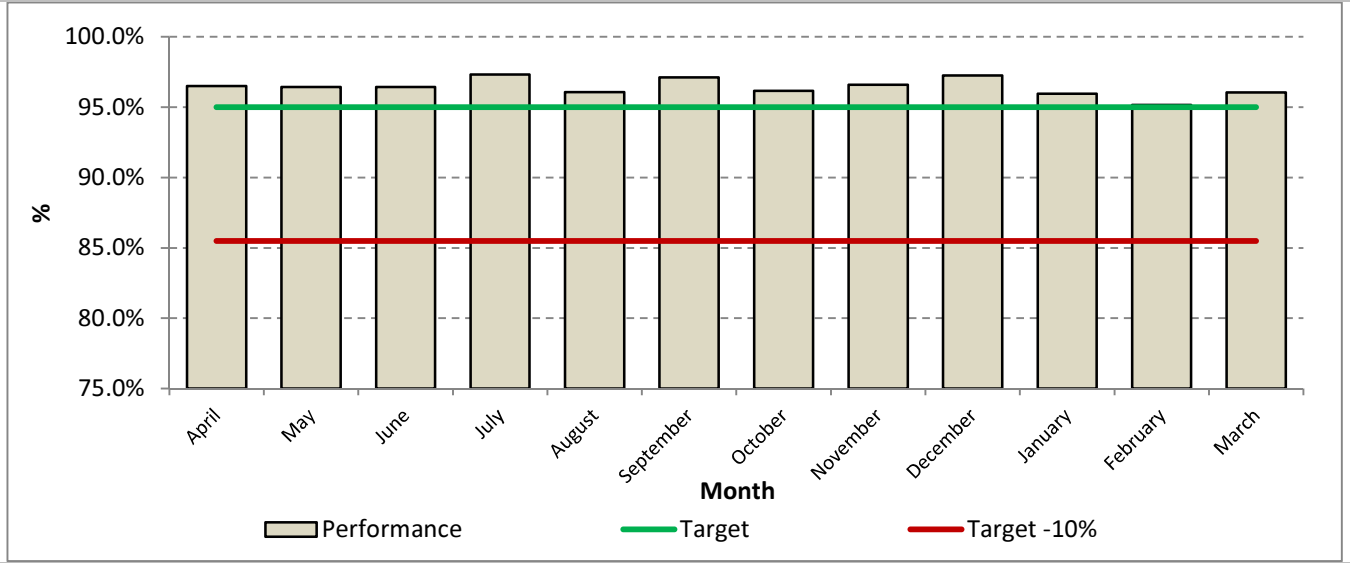
129 Alert to Mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

96.4%



NON DOMESTIC PROPERTY

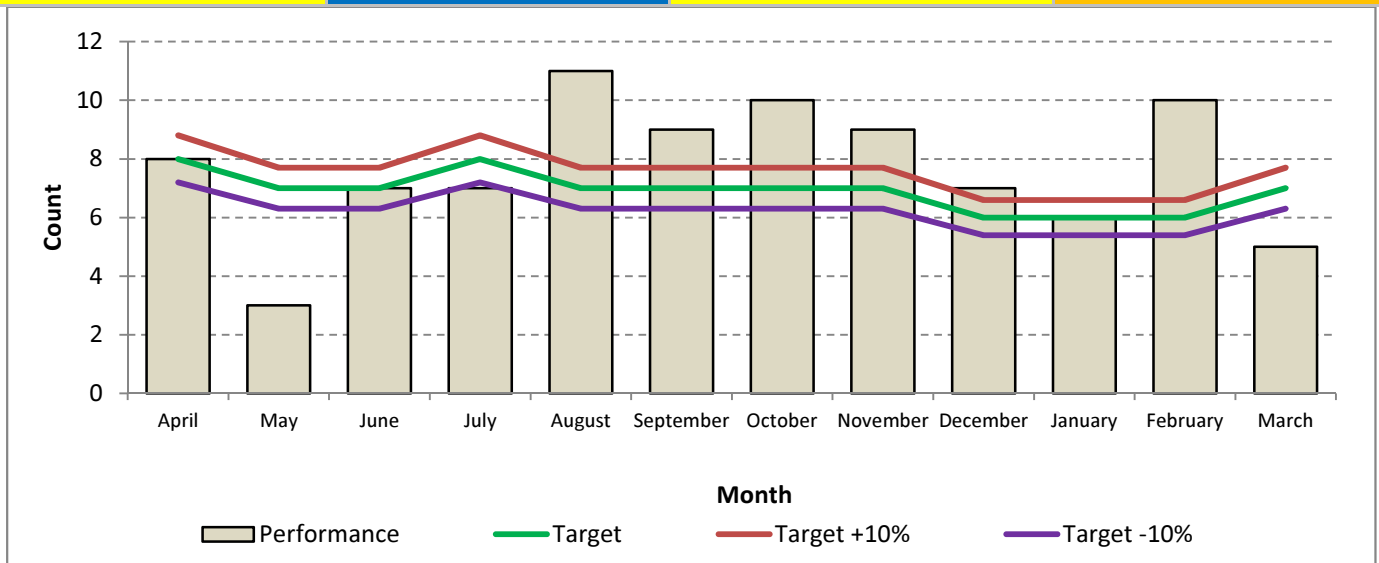
KPI 19 Number of deliberate fires in non-domestic premises

KPI 19a Number of accidental fires in non-domestic premises

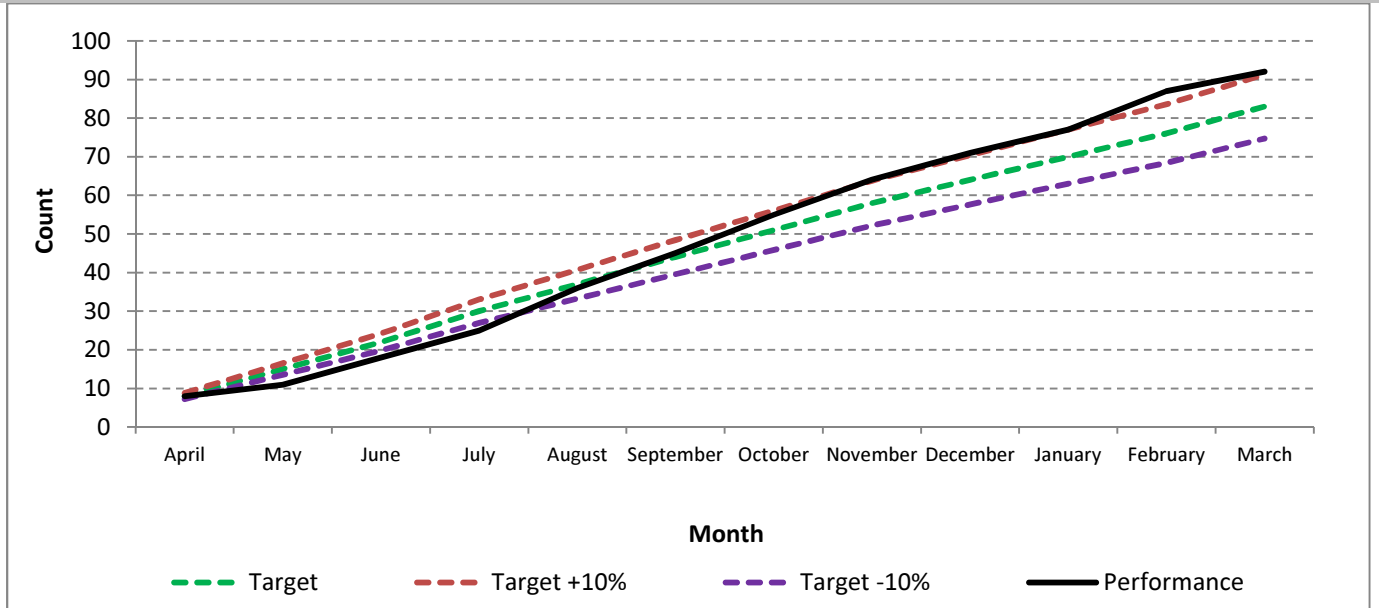
KPI 19	Incidents in HMP Altcourse and HMP Liverpool account for a large proportion of deliberate fires in non domestic premises. During 2015/16 there were 92 incidents attended, 1 less than in 2014/15 and 8 over target. There were 10 incidents in February compared to 6 in January and 5 in March.
KPI 19a	There were 206 incidents during 2015/16, 12 below the target of 218 and 17 less than 2014/15. There were 7 incidents at Prinovis Printworks in Speke but no other patterns.
LPI 142 LPI 143	100% of COMAH site exercises were carried out and 100% of COMAH site plans reviewed.

KPI 19 Number of deliberate fires in non domestic premises

Service Plan Target	84	Progress to Date	92
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Cumulative Performance



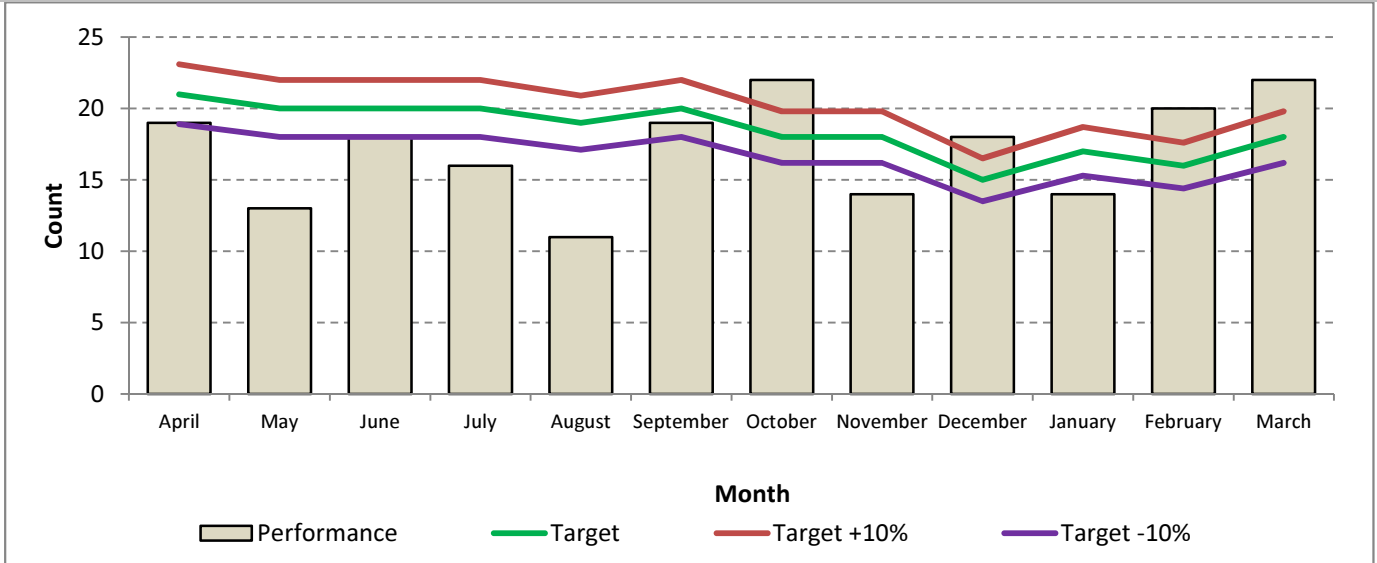
19a Number of accidental fires in non domestic premises

Service Plan Target

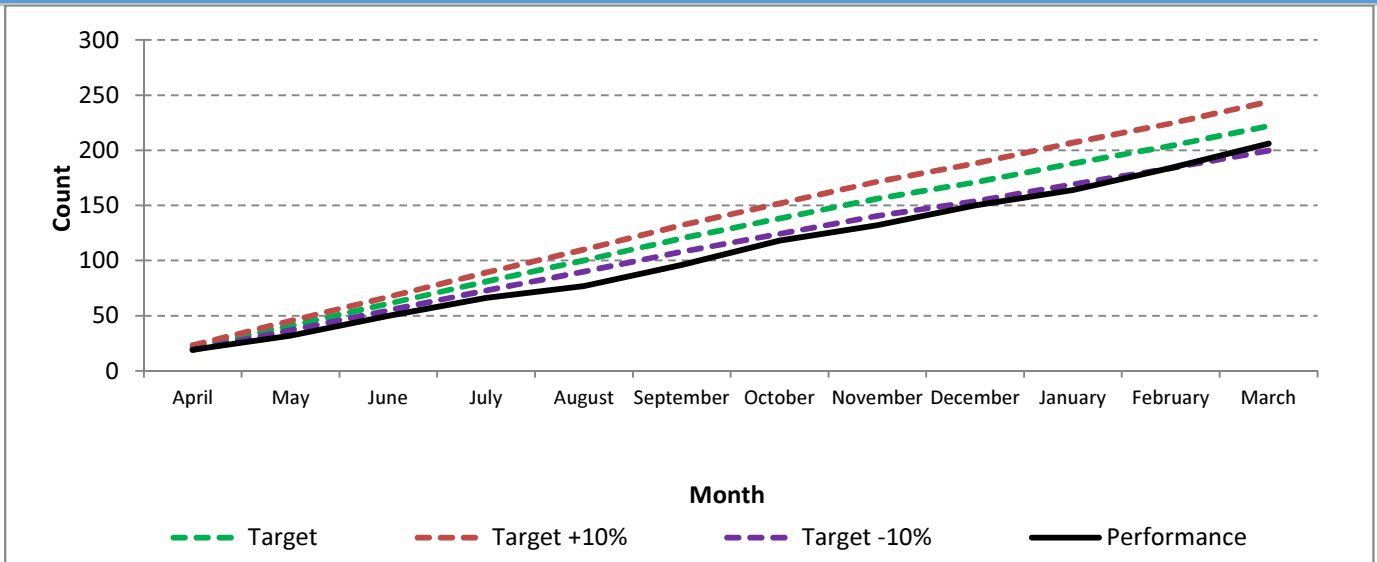
223

Progress to Date

206



Cumulative Performance



ANTI SOCIAL BEHAVIOUR

KPI 61a Number of deliberate vehicle fires

KPI 61b Number of deliberate ASB fires (small)

KPI 61a Despite the number of deliberate vehicle fires increasing monthly from July to December number have dropped again during 2016. This means performance (516 incidents) is within 10% of the target for 2015/16 (488). This is a type of anti-social/criminal activity which is more prevalent in some station areas including Liverpool City, Toxteth, Old Swan, Belle Vale, Crosby, Kirkby and all Wirral stations. MFRS work closely with Merseyside Police to combat this type of criminality.

KPI 61b There were 4035 small anti social behaviour fires during 2015/16, achieving the target which was 4481. There were 118 more incidents than in 2014/15. The number of incidents during the 4th quarter have gradually increased each month from 149 in January to 302 in March, this is due to seasonal factors such as lighter nights, milder weather and school holidays.

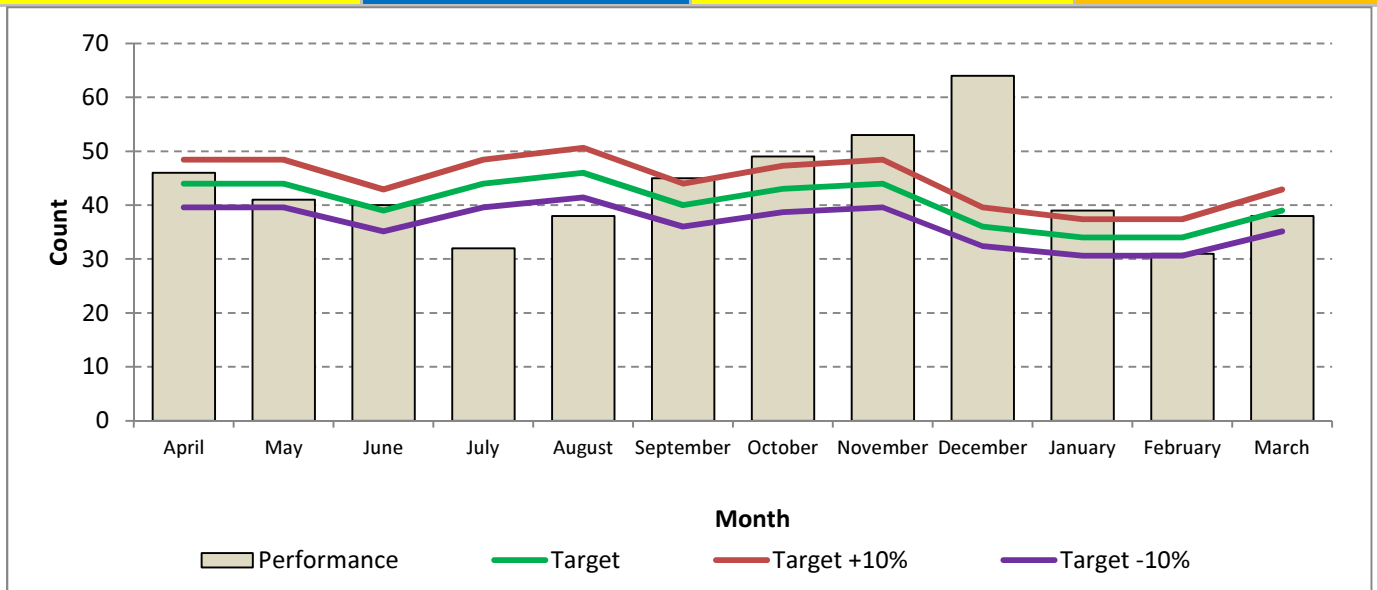
61a Number of deliberate vehicle fires

Service Plan Target

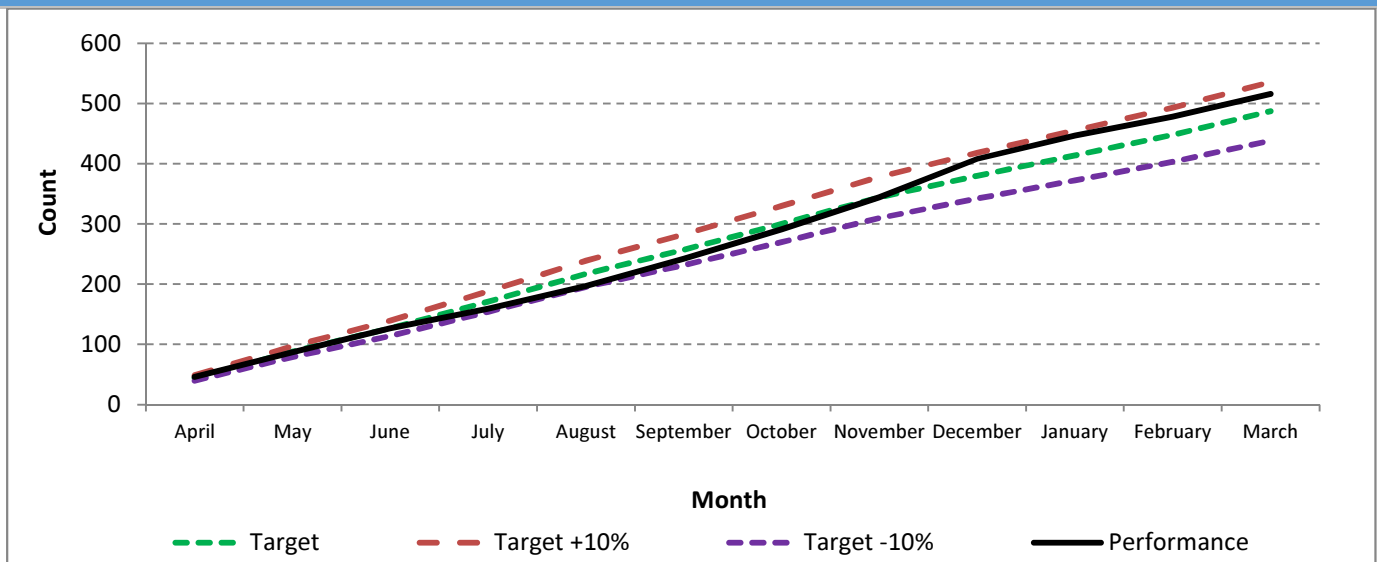
488

Progress to Date

516



Cumulative Performance



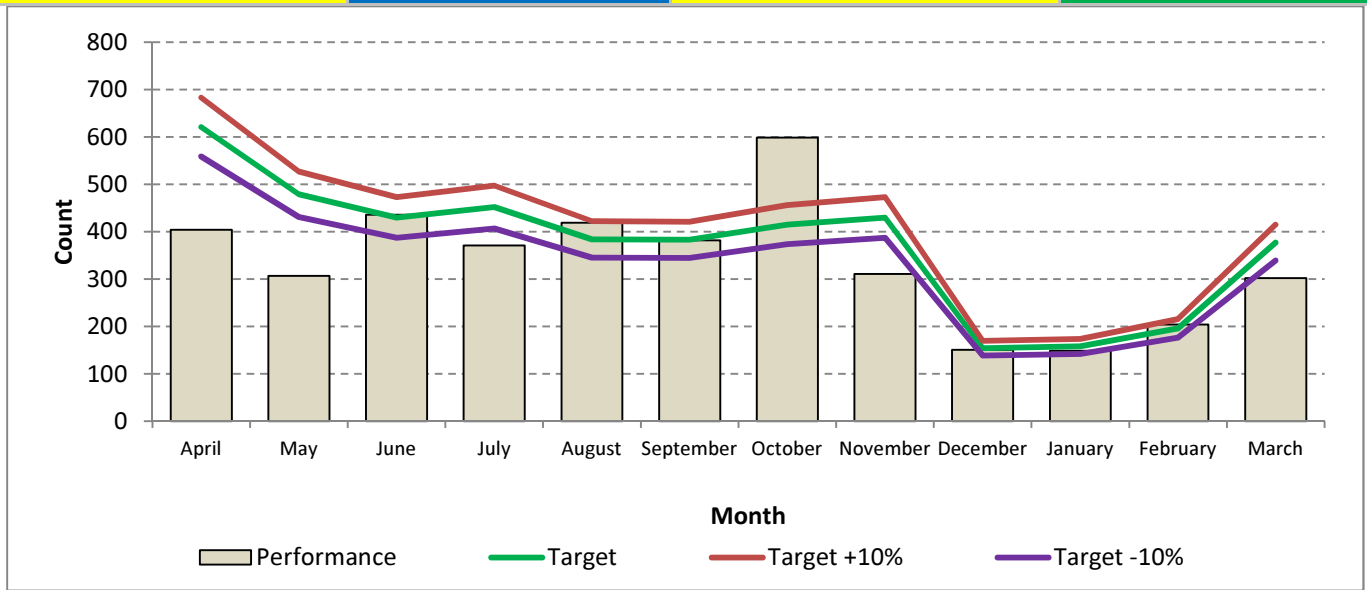
61b Number of deliberate ASB fires (small)

Service Plan Target

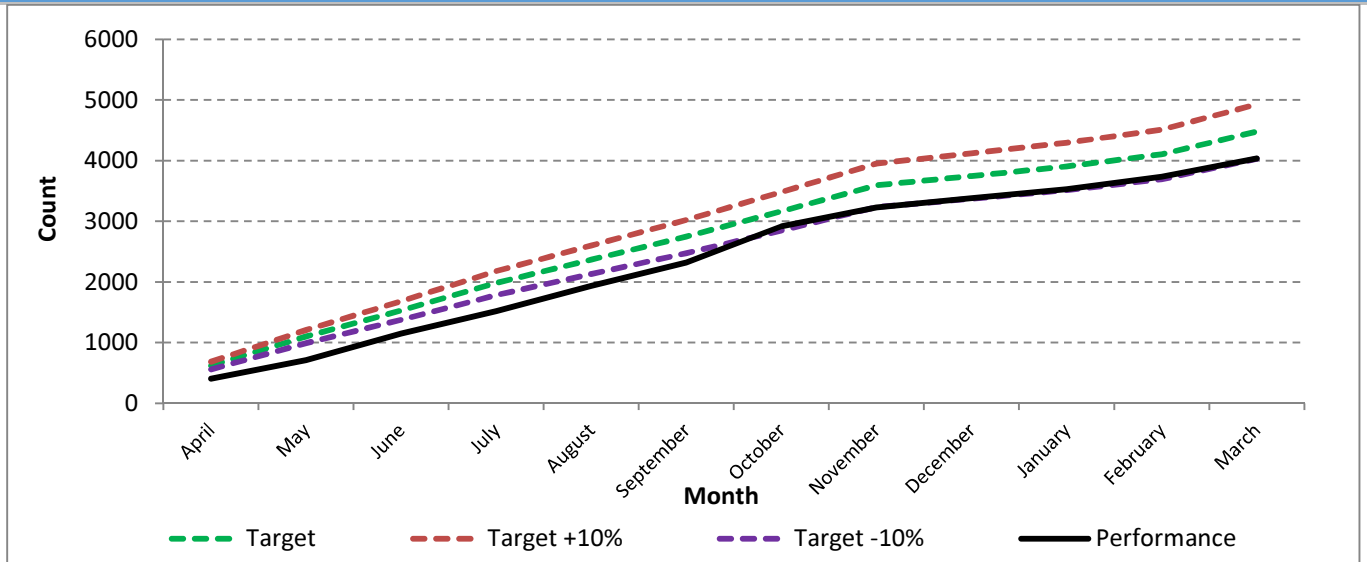
4481

Progress to Date

4035



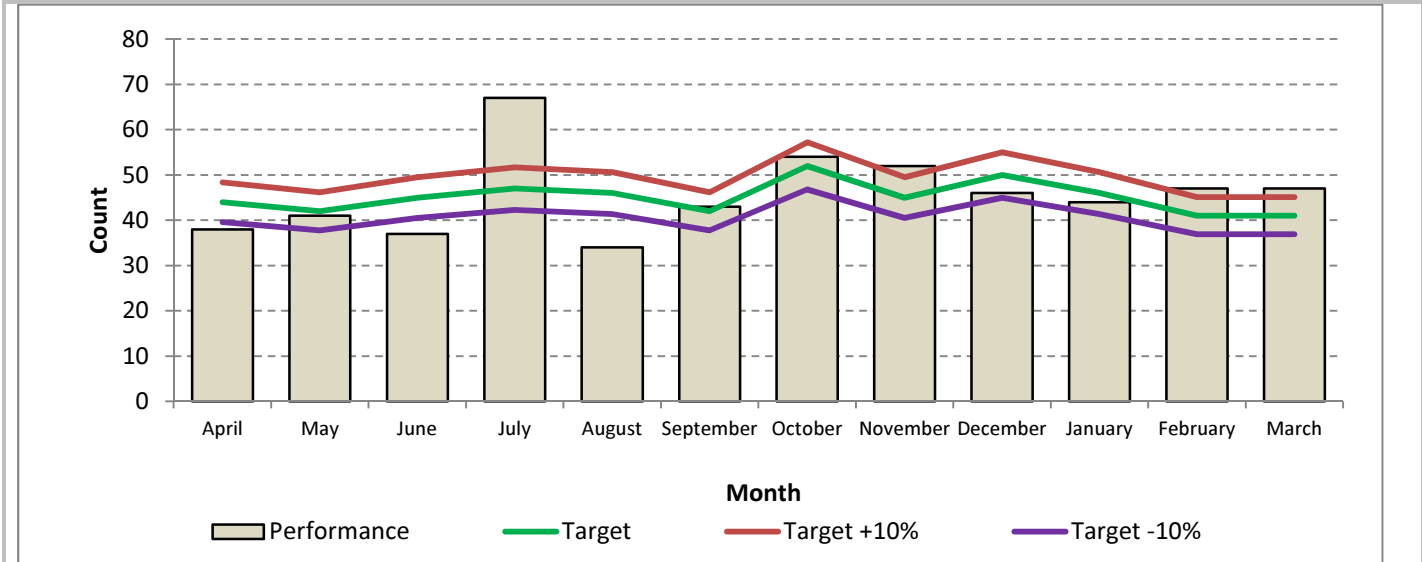
Cumulative Performance



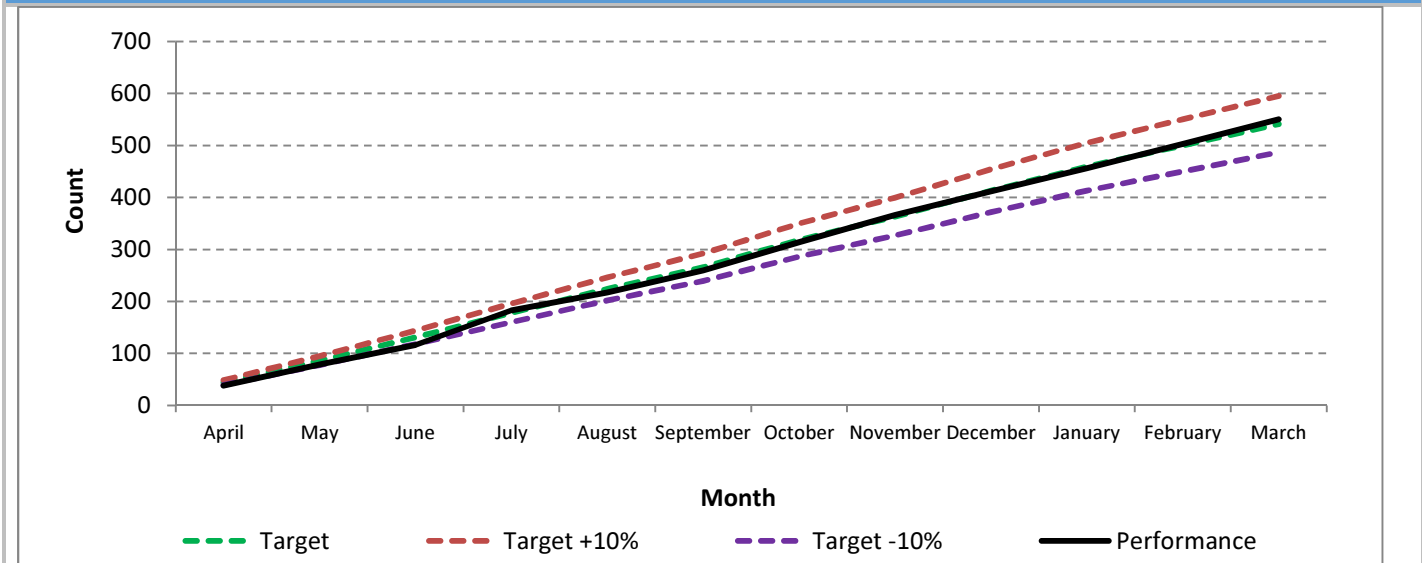
ROAD TRAFFIC COLLISIONS

KPI 36 Number of road traffic collisions (RTC's)	
KPI 40 Total number of injuries attended at RTC's	
KPI 42a Number of fatalities at RTC's	
KPI 36	There were 30 fewer RTC's (550) in 2015/16 than in the previous year (580) and performance was within 10% of the annual target (541). The 4 th quarter saw performance remain around 47 incidents a month.
KPI 40	The number (364) and severity of injuries sustained in RTC's has fluctuated throughout the year with the majority of injuries minor in nature (295). Overall there were 90 less injuries recorded than in 2014/15 (454) and the target of 442 for the year was achieved.
KPI 42a	There was 1 fatality in an RTC during the 4 th quarter. There were sadly 7 fatalities over the year, there were 11 in 2014/15 indicating of a possible downward trend.

KPI 36 Number of road traffic collisions			
Service Plan Target	541	Progress to Date	550



Cumulative Performance



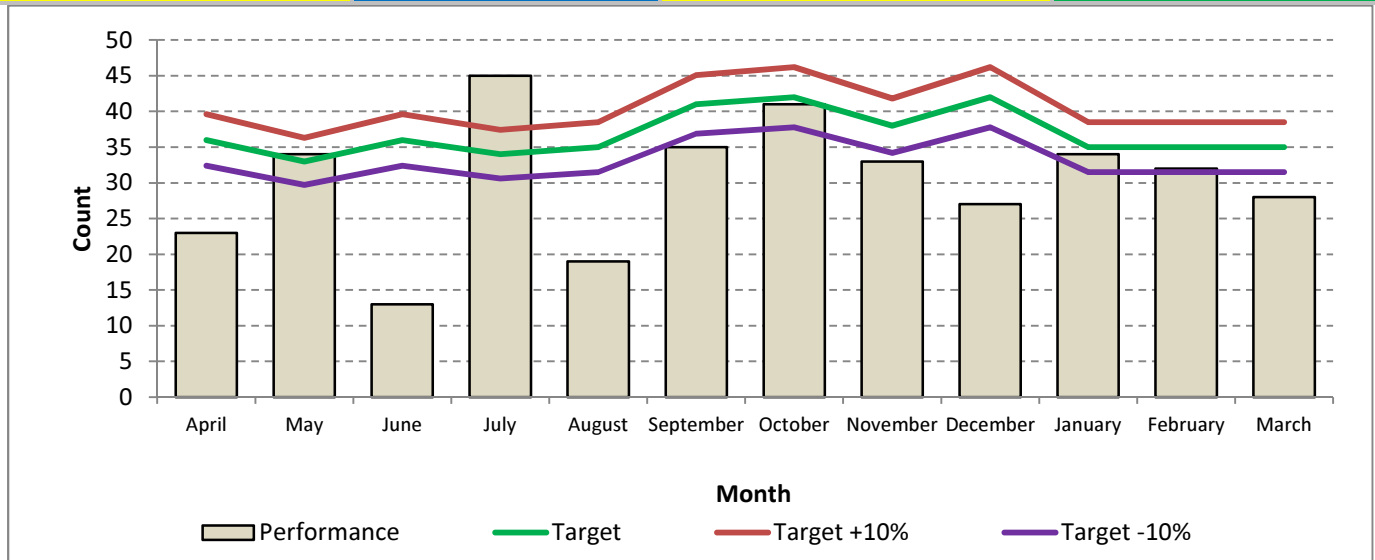
40 Total number of injuries at road traffic collisions attended

Service Plan Target

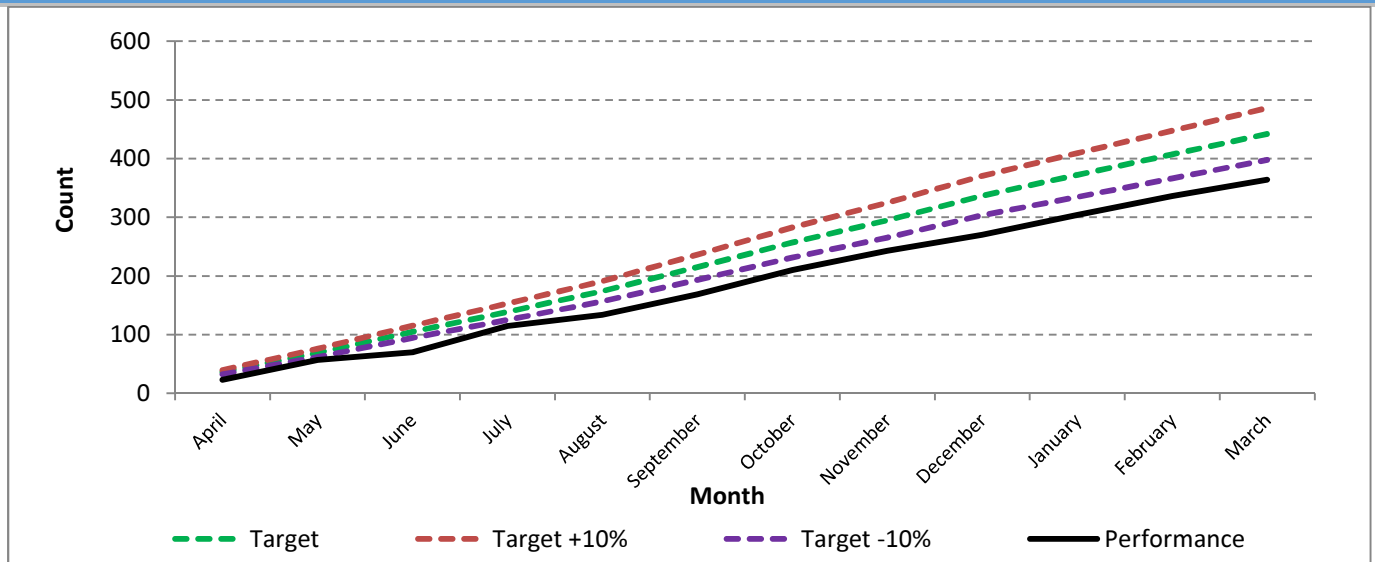
454

Progress to Date

364



Cumulative Performance



False Alarms

KPI 140 Total number of false alarms attended

KPI 53 Number of false alarm calls due to automatic fire alarm equipment in non-domestic properties

KPI 140

The total number of false alarms attended (4636) have increased when compared to 2014/15 (4440). The Community Risk Management Team are working closely with Registered Social Landlords to encourage them to address the number of false alarms from their properties.

KPI 53

Attendance at false alarms due to automatic fire alarm equipment in non-domestic properties (592) are within 10% of the target (548). There was a slight spike in February but numbers have remained below target for the remainder of quarter 4. Community Risk Management work with businesses to reduce this type of mobilisation.

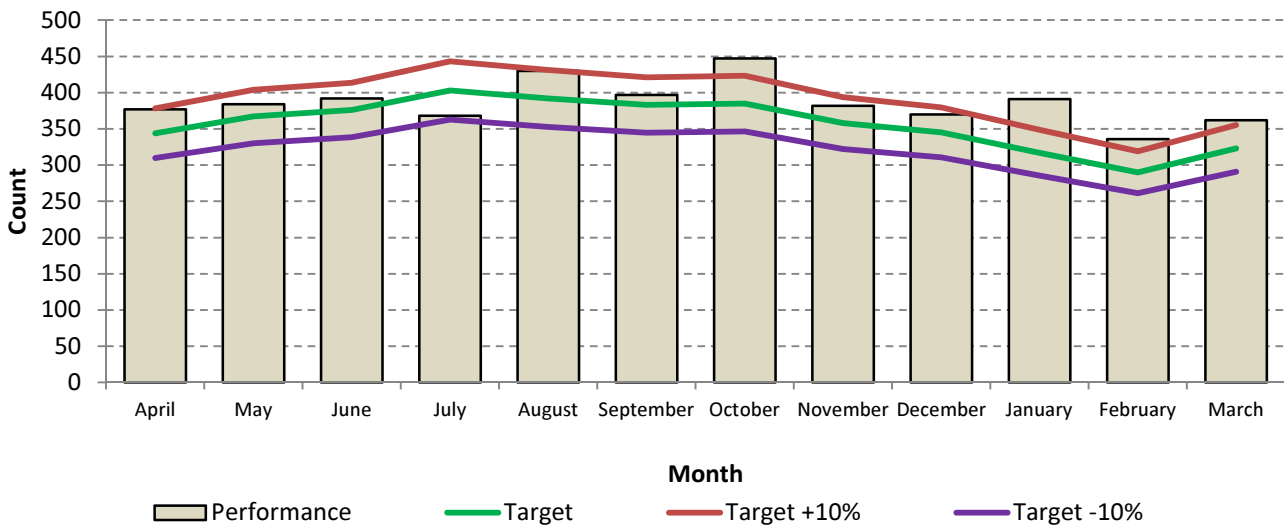
KPI 140 Total number of false alarms attended

Service Plan Target

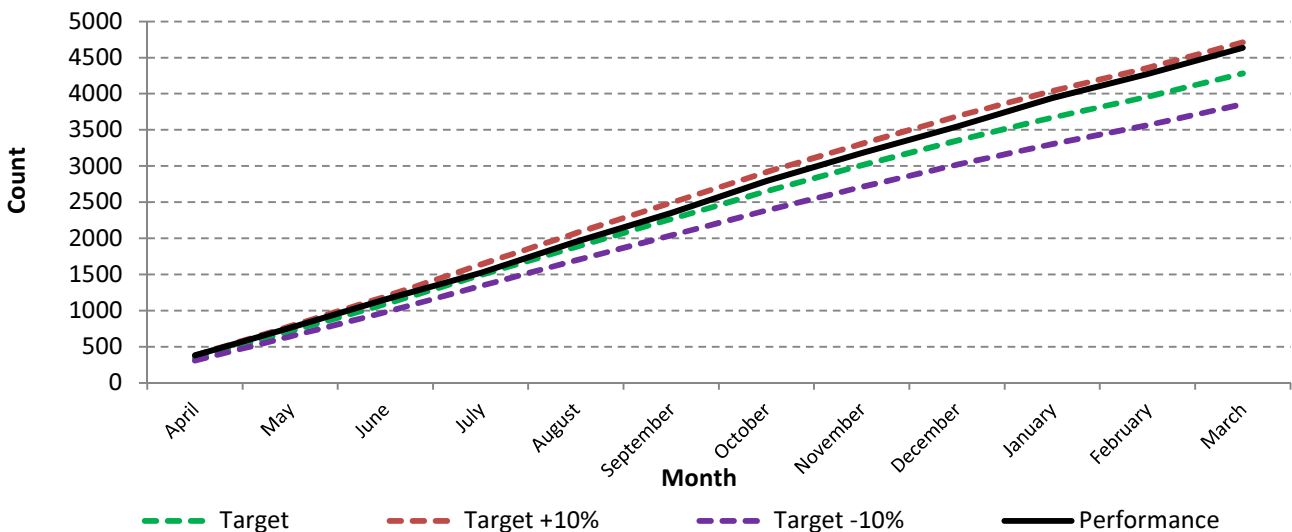
4283

Progress to Date

4636



Cumulative Performance



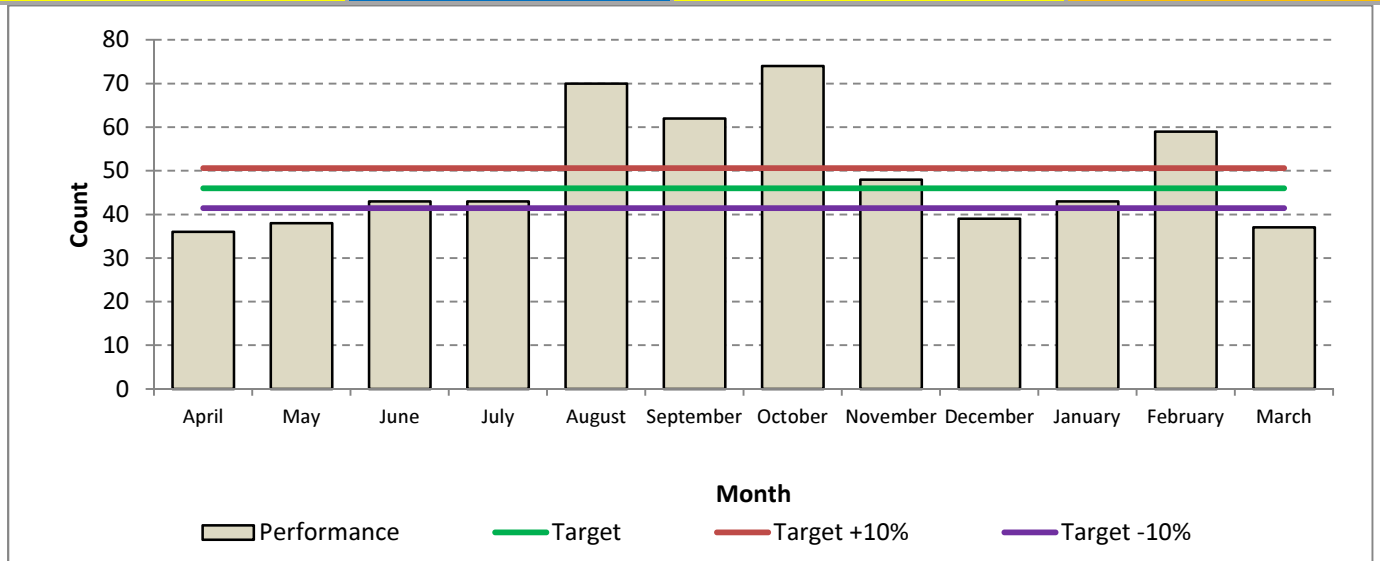
KPI 53 Number of false alarms due to automatic fire alarms equipment in non domestic properties

Service Plan Target

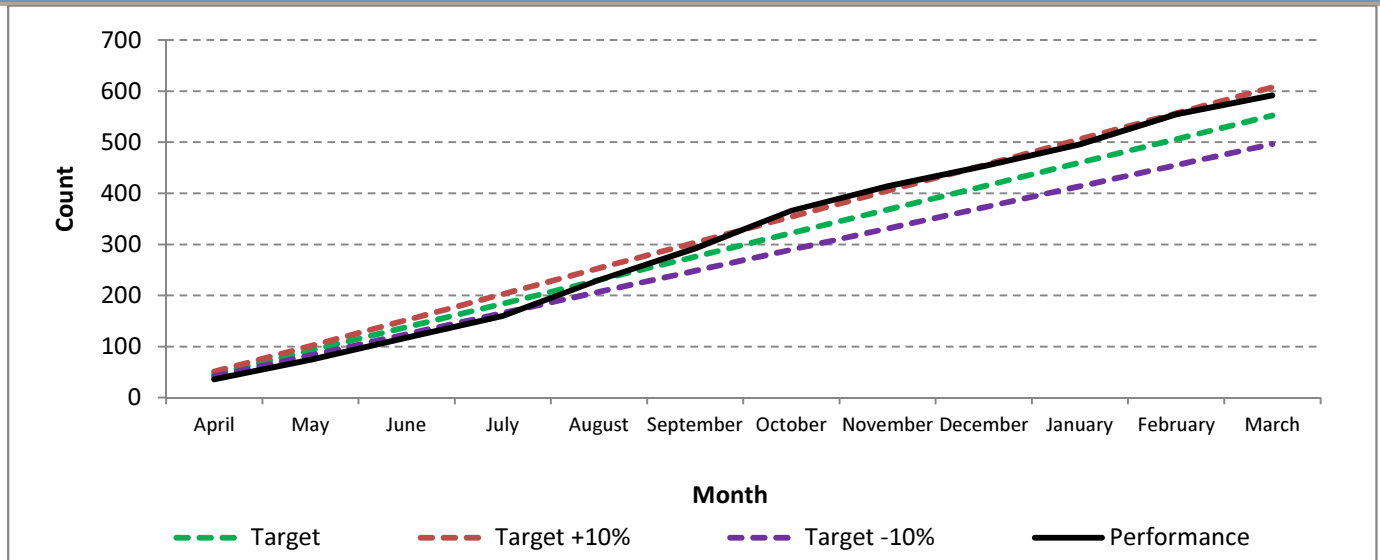
548

Progress to Date

592



Cumulative Performance

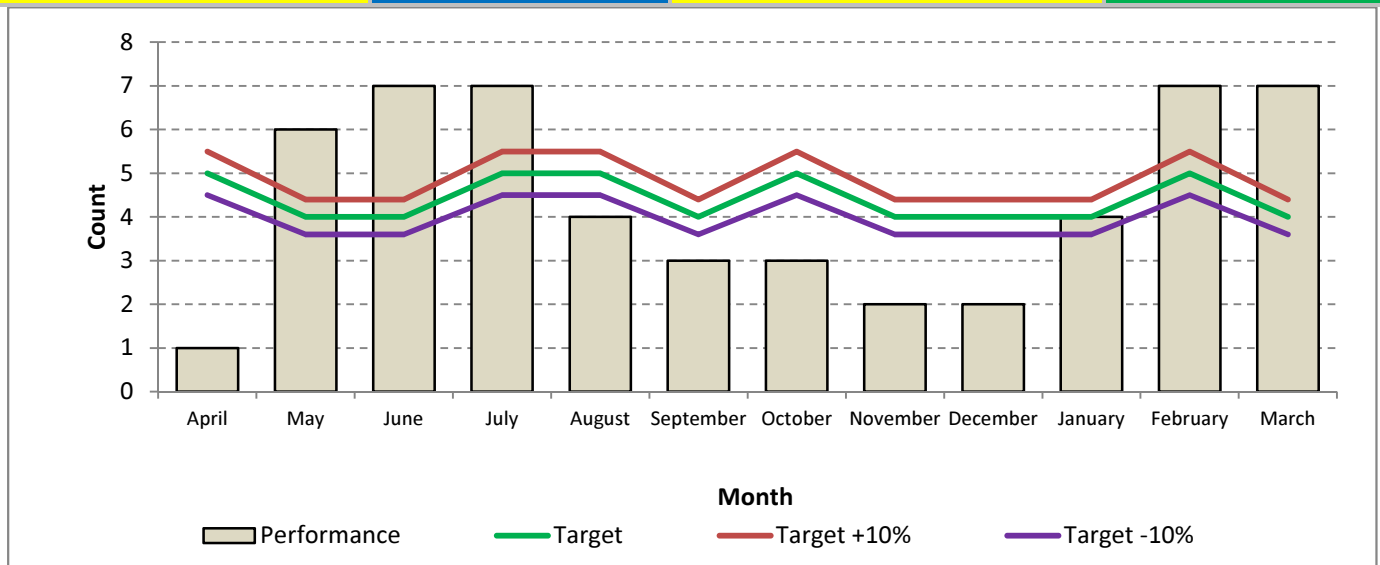


Health & Safety

KPI 98	Total number of operational staff injuries	
KPI 98a	Number of operational staff injuries at incidents/risk critical training	
KPI 98b	Number of operational staff injuries conducting other routine duties	
KPI 98	Despite there being an increase in recorded injuries in February (7) and March (7) this indicator is on target for 2015/16.	
KPI 98a KPI 98b	<p>The number of operational staff injuries sustained at incidents and risk critical training have fallen from 28 last year to 25 in 2015/16 and are below the target of 35.</p> <p>Operational staff injuries conducting routine duties (28) have exceeded the target of 18 and 6 more than in 2014/15. Most of the injuries are of a minor nature caused by handling, slips and trips and being hit by a moving/flying object.</p>	
LPI 121	To ensure the safety of operational staff and the public, 1167 Site Specific Risk Information inspections were completed this year resulting in a Site Specific Plan for each of the premises.	

98 Total number of operational staff injuries

Service Plan Target	53	Progress to Date	53
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Staff Sickness

KPI 112 The number of days/shifts lost to sickness absence per head, all personnel



KPI 112

Staff sickness absence has fallen below target this year. 6.16 shifts/days were lost to sickness absence against a target of 7.54 days/shifts. The new StARS human resources management system does not have any historical data to compare against other years but now there is 12 months data in the system it is possible to see that sickness absence has fallen considerably.

LPI 111a
LPI 111b

Grey book operational staff lost 6.33 days/shifts to sickness absence. In part this improvement in performance is due to the expansion of 24 hour working to more stations and the ability to roster on and off.

Green and Red book non uniformed staff absence at 5.74 days lost to sickness is considerably less than target 7.54.

KPI 112 The number of days/shifts lost to sickness per head, all personnel

Service Plan Target

7.54

Progress to Date

6.16

